



CONSUMER PROTECTIONS FOR CHICAGO UTILITY CUSTOMERS

THE ANNUAL PUBLIC UTILITY DISCONNECTION MORATORIUM EXPIRES ON MARCH 31, 2021.

Many Chicago households have fallen behind on their electricity, natural gas, and water utility bills due to economic hardship caused by COVID-19. The Office of the Illinois Attorney General obtained enhanced consumer protections for Chicago customers of Peoples Gas and ComEd with past due balances through **June 30, 2021**.

Contact Peoples Gas (866-556-6001) or Commonwealth Edison (ComEd) (800-334-7661) now to prevent disconnection and obtain limited assistance funds from the utilities, the City of Chicago, state government, LIHEAP, and local community agencies.

Deferred Payment Agreements (DPA): To avoid disconnection for lack of payment:

- Households earning less than 300% of the [Federal Poverty Level \(FPL\)](#) may enter into an agreement to pay the past due balance over 18 months with \$0 down.
- All households may pay the past due balance over 18 months, with 10% down.
- All customers may renegotiate their DPA at least once with no penalty.
- Households who enter into a payment plan will not be disconnected before July 1, 2021 (even if they miss a payment), allowing time to obtain bill payment assistance and to renegotiate the DPA.

If you have been disconnected:

- Households earning less than 300% of the [Federal Poverty Level \(FPL\)](#) will be reconnected upon payment of 25% (others will be required to pay the usual 100%) of the past due balance through July 10.
- Bill Payment Assistance and other assistance program funds may be used to make this payment.
- Outstanding balances will be included in a customer's DPA.

The Low-Income Home Energy Assistance Program (LIHEAP)

LIHEAP has additional funds to assist utility customers. Households with past due balances are encouraged to apply for assistance in advance of a disconnection notice or disconnection. **Funds are available first-come, first-served.** For additional information, contact CEDA at 800-571-2332 or visit:

<https://www.cedaorg.net/>

Immigration Status: Subject to applicable laws, utilities will not require customers who seek assistance to prove legal residency or immigration status.

Water customers can apply for the City's Utility Billing Relief program. Call the Customer Service Center at 312-744-4426 or visit: https://chicago.docugateway.com/main/guest/billing_relief/

Federal rental and utility assistance is expected to become available soon. For more information, see: <https://home.treasury.gov/policy-issues/cares/emergency-rental-assistance-program>

If you have more questions about what assistance you may be eligible for, contact your utility.

Attorney General Consumer Fraud Hotlines

Chicago
1-800-386-5438
1-800-964-3013 TTY

Springfield
1-800-243-0618
1-877-844-5461 TTY

Carbondale
1-800-243-0607
1-877-675-9339 TTY

Línea Gratuita en Español
1-866-310-8398